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1 [E-privacy in 2nd generation E-commerce: privacy preferences versus actual](#)

Sarah Spiekermann, Jens Grossklags, Bettina Berendt

October 2001 **Proceedings of the 3rd ACM conference on Electronic Co****Publisher:** ACM PressFull text available: [pdf\(585.51 KB\)](#) Additional Information: [full citation](#), [abst](#)  
[citations](#), [index term](#)


As electronic commerce environments become more and more interactive, the matter of increasing concern. Many surveys have investigated household and concerns, revealing a general desire among Internet users to protect. To complement these questionnaire-based studies, we conducted an experiment compared self-reported privacy preferences of 171 participants with their behavior during an online shopping episode. Our results su ...

**Keywords:** automated shopping and trading, legal issues, marketing and technology, privacy, social implications, user interface and interaction de

2 [Developing trust in internet commerce](#)

Ildemaro Araujo, Iván Araujo

October 2003 **Proceedings of the 2003 conference of the Centre for Adv**  
**Collaborative research****Publisher:** IBM Press

Full text available:  [pdf\(140.49 KB\)](#) Additional Information: [full citation](#), [abstracts](#), [citations](#), [index terms](#)

Since the success of Web-based businesses depends essentially on their consumers' trust is critical for Internet commerce. This article outlines factors that may affect customers' trust on Web sites or vendors. It also discusses key factors to be used to improve the visitors' sense of trustworthiness on Web sites.


3 Innovation, management & strategy: Design and e-loyalty across cultures in e-commerce



Dianne Cyr, Carole Bonanni, Joe Ilsever

March 2004 **Proceedings of the 6th international conference on Electronic Commerce ICEC '04**

**Publisher:** ACM Press

Full text available:  [pdf\(295.29 KB\)](#) Additional Information: [full citation](#), [abstracts](#), [index terms](#)

The increasing incidence of Internet shopping necessitates a better understanding of how loyalty is built in online transaction environments between businesses and customers. In the current investigation website design and culture are important elements in building website trust, website satisfaction, and e-loyalty evolve in online business environments. A review of the literature is presented, including hypotheses for testing. Data was collected on site in Canada, the U.S., Germany and Australia.


**Keywords:** culture, design, e-commerce, e-loyalty

4 An interactive system for negotiation in e-commerce with incremental user requirements

Mashrur Mia, S. P. Mudur, T. Radhakrishnan

October 2005 **Proceedings of the 2005 conference of the Centre for Advanced Research Collaborative research CASCON '05**

**Publisher:** IBM Press

Full text available:  [pdf\(313.51 KB\)](#) Additional Information: [full citation](#), [abstracts](#), [index terms](#)

In retail electronic commerce, incomplete user knowledge is a reality that is addressed by electronic negotiation models and systems. This is particularly true in multi-attribute products where valid product-configurations may require several attribute-values to be satisfied. Often, in such cases, the individual buyer


preferences for individual attributes as more and more information is exchanged in the negotiation process in an incremental fashion ...

**5** Optimization of relational preference queries

Bernd Hafenrichter, Werner Kießling

January 2005 **Proceedings of the sixteenth Australasian database conference**  
**ADC '05**

**Publisher:** Australian Computer Society, Inc.

Full text available:  [pdf\(229.69 KB\)](#) Additional Information: [full citation](#), [abstract](#), [index terms](#)

The design and implementation of advanced personalized database applications is a challenge. We propose a preference-driven approach. Representing preferences as strict partial orders is not always possible in most practical cases. Therefore the efficient integration of preference information into standard database technology is an important issue. We present a novel approach for preference query optimization based on algebraic transformations. A set of new laws for preference relational algebra is presented ...

**Keywords:** personalization, preference, query optimization, relational algebra


**6** Privacy and trust: Shiny happy people building trust?: photos on e-commerce and consumer trust



Jens Riegelsberger, M. Angela Sasse, John D. McCarthy

April 2003 **Proceedings of the SIGCHI conference on Human factors in computing systems**

**Publisher:** ACM Press

Full text available:  [pdf\(401.85 KB\)](#) Additional Information: [full citation](#), [abstract](#), [citations](#), [index terms](#)

Designing for trust in technology-mediated interaction is an increasing challenge. In advertising, images of people have long been used to create positive attitudes and trust in brands. However, the evidence as to whether placing photographs on commerce web sites has the intended effect has been mixed. This paper examines the effect of adding such photographs to 12 existing e-commerce websites where a reputation had been established through customer reviews ...

**Keywords:** experimental economics, interpersonal cues, photos, trust

7 Session 9A: applications in commerce: IntelliShopper: a proactive, personal assistant



Filippo Menczer, W. Nick Street, Narayan Vishwakarma, Alvaro E. Monge, Jakobsson

July 2002 **Proceedings of the first international joint conference on Agents and multiagent systems: part 3**

**Publisher:** ACM Press

Full text available: [pdf\(383.25 KB\)](#) Additional Information: [full citation](#), [abstract](#), [index terms](#)

The IntelliShopper is a shopping assistant designed to empower consumers with a personal assistant in that it observes the users while shopping and learns their preferences with respect to various features that characterize shopping items. It is proactive, it remembers the users' requests and autonomously monitors vendor sites for items that might match the users' needs and preferences. Finally, it protects users' privacy through pseudonymity, IP anonymizing, and trusted filtering ...

**Keywords:** learning, monitoring, personalization, privacy, pro-activity, shopping

8 Privacy in e-commerce: examining user scenarios and privacy preferences



Mark S. Ackerman, Lorrie Faith Cranor, Joseph Reagle

November 1999 **Proceedings of the 1st ACM conference on Electronic Commerce**

**Publisher:** ACM Press

Full text available: [pdf\(198.61 KB\)](#) Additional Information: [full citation](#), [references](#), [index terms](#)


**Keywords:** Platform for Privacy Preferences, World Wide Web, electronic commerce, privacy, privacy protocols, user survey

9 Representing and Simulating Consumers' Behavior in an Information Sensing Environment

Filippo Neri

July 2004 **Proceedings of the Third International Joint Conference on Agents and Multiagent Systems - Volume 3**

**Publisher:** IEEE Computer Society

Full text available:  pdf(70.02 KB)

Additional Information: [full citation](#), [abst](#)


An agent based tool for analysing markets behaviour under several rate of diffusion is described. This methodology allows for the study of tradeoff variables of information like product advertisement efforts, consumers' passing word among friends in determining market shares. Insights gained from an approach on an hypothetical economy are reported.

**10 Analyzing consumer behavior at retailers with hybrid distribution channels**

 Maximilian Teltzrow, Oliver Günther, Carsten Pohle

September 2003 **Proceedings of the 5th international conference on Electronic Commerce (ICEC '03)**


**Publisher:** ACM Press

Full text available:  pdf(162.19 KB) Additional Information: [full citation](#), [abst](#), [index terms](#)

Retailers with multiple distribution channels are increasingly gaining market share compared to Internet-only retailers. However, a lack of research explaining purchasing behavior in a multi-channel context can be identified. This paper presents examples of multi-channel strategies and describes in detail the case of a retailer who aims at measuring the interrelation between the sales channel Internet and branch network. Based on the analysis of the retailer's transaction data...


**Keywords:** B2C eCommerce, consumer behavior, new business models,

**11 A method for personalized clustering in data intensive web applications**

 Maria Rigou, Spiros Sirmakessis, Giannis Tzimas

August 2006 **Proceedings of the joint international workshop on Adaptive personalization & the semantic web APS '06**

**Publisher:** ACM Press

Full text available:  pdf(1.14 MB) Additional Information: [full citation](#), [abst](#), [index terms](#)

The paper introduces an algorithm for personalized clustering based on a hierarchical structure, used for identifying all web documents satisfying a set of predicted preferences. The returned documents go through a clustering phase before being presented to the user.

user, thus allowing more effective manipulation and supporting the decision. The proposed algorithm demonstrates increased applicability in semantic search. They offer the infrastructure for the explicit ...

**Keywords:** *k*-windows algorithm, data-intensive web applications, personalization, range tree structure

**12** Business-to-business e-commerce track: How does personality affect trust in e-commerce?



Jo Lumsden, Lisa MacKay

August 2006 **Proceedings of the 8th international conference on Electronic Commerce: The new e-commerce: innovations for conquering current challenges and limitations to conducting successful business on the internet**

**Publisher:** ACM Press

Full text available: [pdf\(596.62 KB\)](#) Additional Information: [full citation](#), [abstract](#), [index terms](#)

Trust is a critical component of successful e-Commerce. Given the impact of anonymity, and automation of transactions, online vendor trustworthiness is often assessed by means of body language and other environmental cues that consumers use when deciding to trust offline retailers. It is therefore essential that the design of e-commerce websites compensate by incorporating circumstantial cues in the form of social triggers. This paper presents and discusses the results ...

**Keywords:** e-Commerce, evaluation, personality type, trust

**13** eNcentive: a framework for intelligent marketing in mobile peer-to-peer environments



Olga Ratsimor, Tim Finin, Anupam Joshi, Yelena Yesha

September 2003 **Proceedings of the 5th international conference on Electronic Commerce (ICEC '03)**

**Publisher:** ACM Press

Full text available: [pdf\(260.25 KB\)](#) Additional Information: [full citation](#), [abstract](#), [index terms](#)

In recent years, the growth of Mobile Computing, Electronic Commerce and Mobile Electronic Commerce has created a new concept of Mobile Electronic Marketing. New marketing models are being developed and used to target mobile users. In this paper, we present the design and implementation of the eNcentive framework, which is a framework for intelligent marketing in mobile peer-to-peer environments.

environments introduces new challenges that need to be overcome by the models in order to be successful and effective. This paper proposes a framework, which addresses many of the issues that are characteristic of


**Keywords:** Electronic commerce, collaborative eCommerce, electronic intelligent agents, mobile commerce, mobile electronic marketing, trade strategies

#### 14 Advertising, profits, switching costs, and the Internet

◆ Avi Goldfarb

September 2003 **Proceedings of the 5th international conference on Electronic Commerce (ICEC '03)**

**Publisher:** ACM Press

Full text available:  [pdf\(251.31 KB\)](#) Additional Information: [full citation](#), [abstract](#), [index terms](#)

In this paper, I model the online media market. There are three types of participants in the market: advertisers, publishers, and users. The advertising side of the market and publishers are price takers. To draw users, they compete in quality. In the absence of any frictions, publishers will earn zero profits; however, if users face switching costs, publishers earn positive profits because they deteriorate quality to the local market. I provide empirical evidence for this prediction.


**Keywords:** B2C eCommerce, Internet publishing, competition, personalization, profitability, switching costs

#### 15 SCMP.com: strategic repositioning of a newspaper

Ali Farhoomand, Eva Kwan

December 2000 **Proceedings of the twenty first international conference on Electronic Commerce Systems**

**Publisher:** Association for Information Systems

Full text available:  [pdf\(361.56 KB\)](#) Additional Information: [full citation](#), [references](#)

16 Dynamic generation of personalized VRML content: a general approach at 3D e-commerce



Luca Chittaro, Roberto Ranon

February 2002 **Proceeding of the seventh international conference on 3D**

**Publisher:** ACM Press

Full text available: pdf(525.06 KB) Additional Information: [full citation](#), [abstracts](#), [index terms](#)

The capability of (semi)automatically adapting the content, structure, and a Web site to address the interests and preferences of each individual user is considered as a key factor to increase user satisfaction and building customer loyalty. However, while a large body of literature is available about making traditional Web content adaptive, it is surprising that no research effort has been yet devoted to the problem of adapting Web3D content and presentation. This ...

**Keywords:** VRML, adaptive interfaces, e-commerce, web architectures

17 Design expo case studies: Wi-Fi and handhelds: perfect synergy



Scé Y. Pike, Paul Osborne

April 2004 **CHI '04 extended abstracts on Human factors in computing**

**Publisher:** ACM Press

Full text available: pdf(591.82 KB) Additional Information: [full citation](#), [abstracts](#)


Consumers assume when they make a purchase of a Wi-Fi handheld they will have all day to set up and get it connected. When palmOne Inc. decided to produce a handheld product, we wanted to create a handheld that users could turn on and go. We wanted to give the users a simple and elegant experience with Wi-Fi, unlike competitors' products which were hard to use, and often intimidated the users. palmOne had an opportunity to position the product line with Wi-Fi and position the company as ...

**Keywords:** 802.11, Wi-Fi, broadband, encryption, handhelds, interaction design, networking, palm, palmOne, pda, product design, security, tungsten, user experience, user interface design, user research, user-centered design / human factors design, wireless

18 Innovation, management & strategy: Strategies and business models in electronic commerce

 indications from the U.S. and the UK

Maria Madlberger


March 2004 **Proceedings of the 6th international conference on Electro  
ICEC '04****Publisher:** ACM PressFull text available:  [pdf\(337.06 KB\)](#) Additional Information: [full citation](#), [abst  
index terms](#)

In e-commerce a large variety of business models for selling goods online. The most known approaches are focused on e-commerce in general and do not take into account the characteristics of e-tailing. The objective of this paper is the development of a framework and an empirical evaluation in order to analyze e-tail business models of retail functions. This framework is extended to multi-channel retailing and an empirical study among 60 online shops of major U.S. ...


**Keywords:** business models, digital distribution channels, electronic commerce, multi-channel retailing


19 Meaningful labeling of integrated query interfaces

Eduard C. Dragut, Clement Yu, Weiyi Meng

September 2006 **Proceedings of the 32nd international conference on Very Large  
bases VLDB '06****Publisher:** VLDB EndowmentFull text available:  [pdf\(3.36 MB\)](#) Additional Information: [full citation](#), [abst  
index terms](#)

The contents of Web databases are accessed through queries formulated through query interfaces. In many domains of interest (e.g. Auto) users are interested in information from alternative sources. Thus, they have to access many independent databases via query interfaces. We aim to construct automatically a well-integrated interface that integrates a set of interfaces in the same domain. This will allow access information uniformly from multiple sources. Earlier research ...

20 Dynamic pricing strategies under a finite time horizon Joan Morris DiMicco, Amy Greenwald, Pattie MaesOctober 2001 **Proceedings of the 3rd ACM conference on Electronic Commerce****Publisher:** ACM Press

Full text available:  [pdf\(374.42 KB\)](#) Additional Information: [full citation](#), [abstracts](#), [citations](#), [index terms](#)

In the near future, dynamic pricing will be a common competitive maneuver in digital markets, sellers in electronic marketplaces can implement automatic adjustments to prices and can easily imagine how this will increase their profits to buyers "at the right time, at the right price." But at present, most sellers lack adequate understanding of the performance of dynamic pricing algorithms in electronic marketplaces. This paper addresses this concern by a ...




**Keywords:** agent simulation, buyer behavior, dynamic pricing, electronic marketplaces, strategies

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- 1 [Research contributions: The impact of culture and gender on web sites: an](#)  
 Steven John Simon  
 December 2000 **ACM SIGMIS Database**, Volume 32 Issue 1  
**Publisher:** ACM Press


Full text available: [pdf\(1.88 MB\)](#) Additional Information: [full citation](#), [abstracts](#), [citations](#), [index terms](#)

The growth of electronic commerce, in particular business-to-consumer, during the last few years. Until recently, the Web community has been a western-oriented society, with the design of Web sites reflecting that horizon. Using an adapted version of Hofstede's dimensions as a means of difference, this paper explores the perception and satisfaction levels of one hundred and sixty web sites. Analysis indicates that perception and ...

**Keywords:** Hofstede model, e-commerce, gender differences (satisfaction), web site design

- 2 [An emerging model of Web site design for marketing](#)  
 Jonathan W. Palmer, David A. Griffith  
 March 1998 **Communications of the ACM**, Volume 41 Issue 3

**Publisher:** ACM Press


Full text available:  [pdf\(254.07 KB\)](#) Additional Information: [full citation](#), [reference](#), [index terms](#)

**3** Interactive advertising: patterns of use and effectiveness

 Kirsten Ridsen, Mary Czerwinski, Stephanie Worley, Lynda Hamilton, Joe Hoffman, Nancy Mickel, Elizabeth Loftus


January 1998 **Proceedings of the SIGCHI conference on Human factors systems**

**Publisher:** ACM Press/Addison-Wesley Publishing Co.

Full text available:  [pdf\(756.59 KB\)](#) Additional Information: [full citation](#), [reference](#), [index terms](#)



**Keywords:** TV, World-Wide Web, engagement, interactive ads, user int

**4** Web home pages as advertisements


 Surendra N. Singh, Nikunj P. Dalal

August 1999 **Communications of the ACM**, Volume 42 Issue 8

**Publisher:** ACM Press


Full text available:  [pdf\(190.03 KB\)](#)  [html \(40.84 KB\)](#) Additional Information: [full citation](#), [reference](#), [index terms](#)

**5** Tutorials: Web sites that work: designing with your eyes open

 Jared M. Spool, Will Schroeder, Tara Scanlon, Carolyn Snyder

May 1999 **CHI '99 extended abstracts on Human factors in computing**

**Publisher:** ACM Press

Full text available:  [pdf\(193.25 KB\)](#) Additional Information: [full citation](#), [abstract](#)

This tutorial is inspired by our observations of users struggling with web consulting work with clients who face the many challenges of web site design. We witnessed the effects of less-than-optimal web site design and the pain it

client work and research have given us insights into the *causes* of unusual seen similar patterns of behavior in the development processes of different web sites. Many web site designers are unaware of such patterns.

**Keywords:** design principles, graphic design, internet, practical techniques, project management, product development, task analysis, task design, usability testing, user studies, web site design, world wide web


## 6 Publishing models for Internet commerce



Tim O'Reilly

June 1996 **Communications of the ACM**, Volume 39 Issue 6

**Publisher:** ACM Press

Full text available:  pdf(1.78 MB)

Additional Information: [full citation](#), [citations](#)


## 7 Margin notes: building a contextually aware associative memory



Bradley J. Rhodes

January 2000 **Proceedings of the 5th international conference on Intelligent interfaces**

**Publisher:** ACM Press

Full text available:  pdf(1.25 MB)

Additional Information: [full citation](#), [abstracts](#), [citations](#), [index terms](#)

Both the Human Computer Interaction and Information Retrieval fields have developed techniques to allow a searcher to find the information they seek quickly. These techniques are designed to augment one's direct-recall memory, where the user is actively trying to find information. Associative memory, in contrast, happens automatically and continuously, triggering memories that relate to the observed world. This paper describes design techniques and heuristics for building "contextually aware" associative memory.

**Keywords:** World Wide Web browsers, contextual interfaces, remembering, software agents


## 8

SCMP.com: strategic repositioning of a newspaper

Ali Farhoomand, Eva Kwan

December 2000 **Proceedings of the twenty first international conference  
systems**

**Publisher:** Association for Information Systems

Full text available:  pdf(361.56 KB) Additional Information: [full citation](#), [reference](#)


9 The Web and distance learning: what is appropriate and what is not: report  
working group on the Web and distance learning



Pamela B. Lawhead, Elizabeth Alpert, Constance G. Bland, Linda Carswell  
Jean DeWeitt, Mihaela Dumitru, Eva R. Fahraeus, Kirt Scott

October 1997 **ACM SIGCUE Outlook**, Volume 25 Issue 4

**Publisher:** ACM Press

Full text available:  pdf(1.26 MB) Additional Information: [full citation](#), [abstract](#), [index terms](#)

The World Wide Web is increasingly being used to provide opportunities for learning. This report explores the motivations for developing Web-based learning and examines a range of issues including ethics, pedagogy, planning, advantages, and disadvantages, and appropriate and inappropriate uses. The analysis takes a broad view, classifying as appropriate those uses of the Web that further the traditional values of quality, outreach, and flexibility. Examples of in ...


10 The Web and distance learning: what is appropriate and what is not (report  
working group on the web and distance learning)



Pamela B. Lawhead, Elizabeth Alpert, Constance G. Bland, Linda Carswell  
Jean DeWitt, Mihaela Dumitru, Eva R. Fahraeus, Kirk Scott

June 1997 **The supplemental proceedings of the conference on Integrating  
computer science education: working group reports and supplemental  
proceedings**

**Publisher:** ACM Press


Full text available:  pdf(68.23 KB) Additional Information: [full citation](#), [reference](#), [index terms](#)

11




Workshop and conference summaries: Summary of the second ICSE workshop

 engineering

Yogesh Deshpande, San Murugesan

January 2001 **ACM SIGSOFT Software Engineering Notes**, Volume 26**Publisher:** ACM PressFull text available:  pdf(264.64 KB) Additional Information: [full citation](#), [abst](#)

The series of workshops on Web Engineering started in 1998 with the W Conference WWW7 in Brisbane, Australia, and has continued with WW and WWW9 (Amsterdam, 2000). The first such workshop with the Inter on Software Engineering (ICSE) took place in 1999 in Los Angeles. The was held on 4-5 June 2000 in Limerick, Ireland and attracted about 30 p purpose behind these workshops is to share and pool the collective ex ...

12 Conversations with Clement Mok and Jakob Nielsen, and with Bill Buxton Richard I. AndersonJanuary 2000 **interactions**, Volume 7 Issue 1**Publisher:** ACM PressFull text available:  pdf(986.68 KB)  html Additional Information: [full citation](#), [citir](#)  
(148.66 KB)13 Browsers with changing parts: a catalog explorer for Philip Glass' website Harry HochheiserAugust 2000 **Proceedings of the conference on Designing interactive systems: practices, methods, and techniques****Publisher:** ACM PressFull text available:  pdf(446.89 KB) Additional Information: [full citation](#), [abst](#)  
[index terms](#)

The development of navigational tools for a web site devoted to a catalog compositions offers a variety of design challenges. A combination of techniques from information visualization research - including starfield displays, dynamic zoomable user interfaces (ZUIs) - was used to construct a prototype browser in a web site dedicated to the work of Philip Glass. After a discussion of potential users of the site, this paper describes ...


**Keywords:** biography, catalog browsing, interactive visualization, music interfaces

**14 Effective Web data extraction with standard XML technologies**

◆ Jussi Myllymaki

April 2001 **Proceedings of the 10th international conference on World**

**Publisher:** ACM Press

Full text available:  [pdf\(198.81 KB\)](#) Additional Information: [full citation](#), [reference](#), [index terms](#)



**Keywords:** crawling, data extraction, deep Web, semistructured data, wi

**15 Web channels in e-commerce**

◆ Abhijit Chaudhury, Debasish Mallick, H. Raghav Rao

January 2001 **Communications of the ACM**, Volume 44 Issue 1

**Publisher:** ACM Press

Full text available:  [pdf\(89.34 KB\)](#)  [html \(33.47 KB\)](#) Additional Information: [full citation](#), [reference](#), [index terms](#)

**16 Designing a leading-edge World Wide Web site**

◆ Mary Anne Jackson


October 1996 **Proceedings of the 14th annual international conference on  
documentation: Marshaling new technological forces: business,  
academic, and user-oriented triangle**

**Publisher:** ACM Press

Full text available:  [pdf\(293.45 KB\)](#) Additional Information: [full citation](#), [index terms](#)

**17 A collaborative fuzzy expert system for the Web**


Tod A. Sedbrook

 June 1998 **ACM SIGMIS Database**, Volume 29 Issue 3**Publisher:** ACM PressFull text available:  pdf(1.54 MB)Additional Information: [full citation](#), [abst](#)


A convergence of Internet and fuzzy logic technologies provides an opportunity for end users to collaborate in developing, refining, and testing knowledge. Internet technology removes geographical and time-based restraints, and makes it easier to understand and maintain. This paper describes an architecture for developing, delivering, and maintaining expert systems on the World Wide Web. The system's collaboration components allowed experts to ...

**Keywords:** Internet, collaboration, design, expert system, fuzzy logic18 EIU's ViewsWire: new wine in a new bottle



Peter Lovelock, Ali F. Farhoomand

December 2000 **Proceedings of the twenty first international conference on intelligent systems****Publisher:** Association for Information SystemsFull text available:  pdf(516.64 KB)Additional Information: [full citation](#), [reference](#)19 Use of laboratories in computer science education: guidelines for good practice  
 working group on computing laboratories

Deborah Knox, Ursula Wolz, Daniel Joyce, Elliot Koffman, Joan Krone, Amy Myers, Viera K. Proulx, Kenneth A. Reek

June 1996 **ACM SIGCSE Bulletin**, **ACM SIGCUE Outlook**, **Proceedings of the conference on Integrating technology into computer science '96**, Volume 28, 24 Issue SI, 1-3**Publisher:** ACM PressFull text available:  pdf(1.88 MB)Additional Information: [full citation](#), [reference](#), [index terms](#)20 Business: designing with users in Internet time

◆ Jared Braiterman, Sasha Verhage, Randall Choo  
September 2000 **interactions**, Volume 7 Issue 5  
**Publisher:** ACM Press




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1 Fast detection of communication patterns in distributed executions

Thomas Kunz, Michiel F. H. Seuren

November 1997 **Proceedings of the 1997 conference of the Centre for Artificial Intelligence Research on Collaborative research**

**Publisher:** IBM Press

Full text available: [pdf\(4.21 MB\)](#) Additional Information: [full citation](#), [abstract](#), [index terms](#)

Understanding distributed applications is a tedious and difficult task. Visualization on process-time diagrams are often used to obtain a better understanding of the application. The visualization tool we use is Poet, an event tracer developed at the University of Waterloo. However, these diagrams are often very complex and do not provide the user with the desired overview of the application. In our experience, repeated occurrences of non-trivial communication patterns are often found.

2 Level II technical support in a distributed computing environment

Tim Leehane

September 1996 **Proceedings of the 24th annual ACM SIGUCCS conference on Computer Supported Cooperative Services**

**Publisher:** ACM Press

Full text available: [pdf\(5.73 MB\)](#)

MB)


Additional Information: full citation, refe

### 3 Information retrieval on the web

◆ Mei Kobayashi, Koichi Takeda

June 2000 **ACM Computing Surveys (CSUR)**, Volume 32 Issue 2

**Publisher:** ACM Press

Full text available:  pdf(213.89 KB) Additional Information: full citation, abst  
citings, index ter


In this paper we review studies of the growth of the Internet and technolo for information search and retrieval on the Web. We present data on the several different sources, e.g., current as well as projected number of use sites. Although numerical figures vary, overall trends cited by the source point to exponential growth in the past and in the coming decade. Hence that about 85% of Internet user ...

**Keywords:** Internet, World Wide Web, clustering, indexing, information knowledge management, search engine

### 4 Task force report and recommendations

◆ January 2000 **ACM SIGMIS Database**, Volume 31 Issue 1

**Publisher:** ACM Press


Full text available:  pdf(4.42 MB) Additional Information: full citation, inde

### 5 A large-scale hypermedia application using document management and W

◆ V. Balasubramanian, Alf Bashian, Daniel Porcher

April 1997 **Proceedings of the eighth ACM conference on Hypertext**

**Publisher:** ACM Press

Full text available:  pdf(1.13 MB) Additional Information: full citation, refe  
index terms

**Keywords:** WWW, distributed authoring, document management, inform


publishing, systematic hypermedia design, templates, views, workflow

6 Columns: Risks to the public in computers and related systems

◆ Peter G. Neumann

January 2001 **ACM SIGSOFT Software Engineering Notes**, Volume 26

**Publisher:** ACM Press


Full text available:  [pdf\(3.24 MB\)](#)

Additional Information: [full citation](#)

7 Report of the national workshop on internet voting: issues and research age  
C. D. Mote

May 2000 **Proceedings of the 2000 annual national conference on Digital research dg.o '00**

**Publisher:** Digital Government Research Center

Full text available:  [pdf\(539.99 KB\)](#)

Additional Information: [full citation](#), [abst](#)


As use of the Internet in commerce, education and personal communication common, the question of Internet voting in local and national elections in addition to adding convenience and precision, some believe that Internet the historical and downward trend of voter turnout in the United States. President Clinton issued a memorandum in December 1999 requesting the Science Foundation examine the feasibility of online (In ...

8 Ethical issues related to internet development and research

◆ M. Dee Medley, Rebecca H. Rutherford, G. Ernest Anderson, R. Waldo F Varden

October 1998 **ACM SIGCUE Outlook**, Volume 26 Issue 4

**Publisher:** ACM Press

Full text available:  [pdf\(1.60 MB\)](#)

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This paper discusses ethical issues concerning Internet development, pre research. A brief overview of the major ethical issues related to computer discussion of ethical issues specific to the use of the Internet. We will look implications of these issues for particular population groups such as children


disabled persons, and the low socio-economic class. Finally, we offer su:  
these issues can be brought into the computer or informati ...

9 Reusable software components

◆ Trudy Levine

July 1996 **ACM SIGAda Ada Letters**, Volume XVI Issue 4

**Publisher:** ACM Press

Full text available:  pdf(2.45  
MB)


Additional Information: [full citation](#), [inde](#)

10 Ethical issues related to Internet development and research

◆ M. Dee Medley, Rebecca H. Rutherford, G. Ernest Anderson, R. Waldo F  
Varden

December 1998 **ACM SIGCSE Bulletin**, Volume 30 Issue 4

**Publisher:** ACM Press

Full text available:  pdf(1.65  
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Additional Information: [full citation](#), [abst](#)


This paper discusses ethical issues concerning Internet development, pre  
research. A brief overview of the major ethical issues related to computi  
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implications of these issues for particular population groups such as child  
disabled persons, and the low socio-economic class. Finally, we offer su:  
these issues can be brought into the computer or informati ...

11 Ethical issues related to internet development and research

◆ M. Dee Medley, Rebecca H. Rutherford, G. Ernest Anderson, R. Waldo F  
Varden

December 1998 **Working Group reports of the 3rd annual SIGCSE/SIC  
conference on Integrating technology into computer sci**

**Publisher:** ACM Press

Full text available:  pdf(77.36  
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12 Integrating professionalism and workplace issues into the computing and i

- ◆ technology curriculum: report of the ITiCSE'99 working group on professional  
Joyce Currie Little, Mary J. Granger, Roger Boyle, Jill Gerhardt-Powals, Jo  
Carol Janik, Norbert J. Kubilus, Susan K. Lippert, W. Michael McCracken  
Piotr Soja

December 1999 **Working group reports from ITiCSE on Innovation and  
computer science education**

**Publisher:** ACM Press


Full text available:  [pdf\(1.16 MB\)](#) Additional Information: [full citation](#), [reference  
index terms](#)

**13 An annotated bibliography of computer supported cooperative work**

- ◆ Saul Greenberg

July 1991 **ACM SIGCHI Bulletin**, Volume 23 Issue 3

**Publisher:** ACM Press

Full text available:  [pdf\(4.27 MB\)](#) Additional Information: [full citation](#), [abstracts  
citations, index terms](#)

Computer-supported cooperative work (CSCW) is a new multi-disciplinary area  
in many disciplines. Due to the area's youth and diversity, few specializations  
are available, and articles are scattered amongst diverse journals, proceedings  
reports. Building a CSCW reference library is particularly demanding, for the  
new researcher to discover relevant documents. To aid this task, this bibliography  
lists and annotates some of the current ...

**14 Integrating Professionalism and Workplace: Issues into the Computing and**

- ◆ Technology Curriculum: Report of the ITiCSE'99, Working Group on Professional  
Joyce Currie Little, Mary J. Granger, Roger Boyle, Jill Gerhardt-Powals, Jo  
Carol Janik, Norbert J. Kubilus, Susan K. Lippert, W. Michael McCracken  
Piotr Soja

December 1999 **ACM SIGCSE Bulletin , Working group reports from  
Innovation and technology in computer science education  
'99**, Volume 31 Issue 4

**Publisher:** ACM Press

Full text available:  [pdf\(1.43 MB\)](#) Additional Information: [full citation](#), [abstracts](#)

Educators in computing and information technology (CIT) suggest a need


going into the workplace to have a better understanding of professional issues. It is not enough for graduates to have technical capabilities. They many aspects of CIT as a discipline. They should be aware of the various educational programs, different job titles and functions, and some aspect supply and demand. They should be aware of the need for ...

### 15 Multidimensional access methods

◆ Volker Gaede, Oliver Günther

June 1998 **ACM Computing Surveys (CSUR)**, Volume 30 Issue 2

**Publisher:** ACM Press

Full text available:  [pdf\(1.05 MB\)](#) Additional Information: [full citation](#), [abstract](#), [citations](#), [index terms](#)


Search operations in databases require special support at the physical level. Conventional databases as well as spatial databases, where typical search is the point query (find all objects that contain a given search point) and the range query (find all objects that overlap a given search region). More than ten years of spatial database research have resulted in a great variety of multidimensional access methods.

**Keywords:** data structures, multidimensional access methods

### 16 Process migration

◆ Dejan S. Milojević, Fred Douglass, Yves Paindaveine, Richard Wheeler, Sorinel  
September 2000 **ACM Computing Surveys (CSUR)**, Volume 32 Issue 3

**Publisher:** ACM Press

Full text available:  [pdf\(1.24 MB\)](#) Additional Information: [full citation](#), [abstract](#), [citations](#), [index terms](#)

Process migration is the act of transferring a process between two machines. It is used for dynamic load distribution, fault resilience, eased system administration, and geographic locality. Despite these goals and ongoing research efforts, migration has not seen widespread use. With the increasing deployment of distributed systems and distributed operating systems in particular, process migration is again receiving attention in both research and product development. As hardware ...


**Keywords:** distributed operating systems, distributed systems, load distribution, process migration

**17** Context + experiences = curriculum

◆ Judith Gersting, Frank H. Young

March 1997 **ACM SIGCSE Bulletin , Proceedings of the twenty-eighth symposium on Computer science education SIGCSE '97, '**

**Publisher:** ACM Press


Full text available:  [pdf\(565.49 KB\)](#) Additional Information: [full citation](#), [reference terms](#)

**18** Document management and Web technologies: Alice marries the Mad Hat

◆ V. Balasubramanian, Alf Bashian

July 1998 **Communications of the ACM, Volume 41 Issue 7**

**Publisher:** ACM Press


Full text available:  [pdf\(209.52 KB\)](#) Additional Information: [full citation](#), [reference terms](#), [review](#)

**19** Computer personnel research: what have we learned in this decade?

◆ Fred Niederman, Jo Ellen Moore

April 2000 **Proceedings of the 2000 ACM SIGCPR conference on Computer personnel research**

**Publisher:** ACM Press

Full text available:  [pdf\(791.12 KB\)](#) Additional Information: [full citation](#), [abstracts](#)

This paper presents the results of quantitative and qualitative analysis of SIGCPR proceedings. The purpose is to accumulate results of prior investigations and identify areas requiring further study.

**Keywords:** MIS (computer) personnel, framework, research methods


**20** Cluster-based scalable network services

◆ Armando Fox, Steven D. Gribble, Yatin Chawathe, Eric A. Brewer, Paul C.

October 1997 **ACM SIGOPS Operating Systems Review , Proceedings of the ACM symposium on Operating systems principles SOSP**

Issue 5

**Publisher:** ACM Press

Full text available:  [pdf\(2.42 MB\)](#)




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RJ Schloss - System Sciences, 1996., Proceedings of the Twenty-Ninth ..., 1996 - [ieeexplore.ieee.org](#)

... [watson.ibm.com](#) Abstract Advisory architecture permits on-the-fly delivery of hyperlinks

(and rating codes and annotations) to World Wide **Web content**, where the ...

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[JISC TechWatch Report: \*\*Content\*\* Management Systems - group of 9 »](#)

P Browning, M Lowndes - TechWatch Report TSW, 2001 - [jisc.ac.uk](#)

... site. The pervasive nature of the **Web** means that it has become

the **preferred** vehicle for **content** delivery. 'CMS ...

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[Does the \*\*Web\*\* spell doom for CD and DVD?" - group of 2 »](#)

M Breeding - Computers in Libraries, 1999 - [infotoday.com](#)

... today's environment, it makes sense to consider the **Web** as the ... CD-ROM stands as the

**preferred** medium for distributing bloatware (ahem ... I ... Focus on **Content!** ...

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[Commercial Scenarios for the \*\*Web\*\*: Opportunities and Challenges - group of 3 »](#)

DL Hoffman, TP Novak, P Chatterjee - Journal of Computer-Mediated Communication, 1995 - [asc.upenn.edu](#)

... purchase-related information was the most **preferred Web** activity (Gupta ... trend is toward sponsored "entertainment" **content** (eg, The World Wide **Web** Dating Game ...

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#### Closing in on **content**

J Barry - Library Journal, 2001 - widernet.org

... is now moving into the management of digital **content** in any ... system with the release of a **Web** OPAC ... as a turnkey solution; however, Brodart's **preferred** method is ...

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#### What IS **Content** Management? - group of 5 »

F Gilbane, E Emeriti, T Bray, D Weinberger, B ... - The Gilbane report, 2000 - gilbane.com

... to add capabilities beyond those targeted at **web** publishing there ... that "digital assets" could emerge to rival "**content**" as the **preferred** term for ...

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#### The Dublin Core: A Simple **Content** Description Model for Electronic Resources - group of 3 »

S Weibel - Bulletin of the American Society for Information Science and ..., 1997 - asis.org

... will achieve greater recognition as **preferred** sources of ... including applications of

World Wide **Web** technology and ... for creating the intellectual **content** of the ...

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#### The many faces of personalization—An integrative economic overview of mass customization and ... - group of 3 »

K Riemer, C Totz - Proceedings of the World Congress on

Mass Customization and ..., 2001 - wi.uni-muenster.de

... switching costs rise due to established trust towards the supplier, **vendor** or service ...

In the **web** context, website **content** and features are part of the com- ...

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[WWW: past, present, and future](#) - group of 4 »

T Berners-Lee - Computer, 1996 - ieeexplore.ieee.org

... by both the documentation com- munity, which **preferred** the SGML ... which had a small

audience and **content** only about ... The key steps in the **Web**'s early history ...

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[Profiles of Internet Buyers in 20 Countries: Evidence for Region-Specific Strategies](#) - group of 4 »

PD Lynch, JC Beck - Journal of International Business Studies, 2001 - questia.com

... needed to build **Web** site **content** appropriate for ... use, participants responded to a

**Web Site Vendor** Attitude survey regarding the most **preferred Web** store, "that ...

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Using strategic tools to generate profits in e-commerce - group of 4 »

J de Figueiredo - Sloan Management Review, 2000 - [ecommerce.mit.edu](http://ecommerce.mit.edu)

... While entry is easy for the **e-commerce** start-up ... **preferred** product, conditional on

the first stage being completed. ... website and become an on-line book **vendor**. ...

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Matching B2B e-Commerce to Supply Chain Strategy

DF Pyke - Supply Chain Management Review, Global Supplement, 2000 - [mba.tuck.dartmouth.edu](http://mba.tuck.dartmouth.edu)

... Matching B2B **eCommerce** to Supply Chain Strategy ... others allow the user to specify

**preferred** suppliers, the ... and broader interaction with the **vendor** move toward ...

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Riding the Crest of the E-Commerce Wave: Transforming MIT's Campus Computer Resale Operation - group of 2 »

J Hallisey - CAUSE/EFFECT, 1998 - [educause.edu](http://educause.edu)

... Riding the Crest of the **E-Commerce** Wave: Transforming MIT's ... MCC/Online, was developed

in a **preferred** partnership with NECX, a local **vendor**, to enable ...

[Cited by 1](#) - [Related Articles](#) - [Cached](#) - [Web Search](#) - [BL Direct](#)

Electronic commerce universal access device-the knowledge-acquiring layered infrastructure (KALI) ...

T Chiasson, C Gates - Crossroads, 2000 - [portal.acm.org](http://portal.acm.org)

... an architecture that supports a universal access **e-commerce** infrastructure.

... appropriate

constraints on transactions, such as **preferred vendors** for particular ...

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Effectiveness of Graphical Components in Web Site E-commerceApplication-A Cultural Perspective - group of 8 »

KS Kang, B Corbitt - Electronic Journal on Information Systems in Developing ..., 2001 - is.cityu.edu.hk

... However they **preferred** creating an image of the ... Future **e-commerce** technologies will

definitely introduce more attractive ... 147-159

(ecommerce.media.mit.edu/papers ...

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M Ginsburg, J Gebauer, A Segev - 12th International Bled Electronic Commerce Conference, 1999 - 128.196.40.65

... and to exit from the supplier **preferred** set, are ... **E-Commerce** presents a landscapeof applications subject to high ... to evaluate a variety of multi-**vendor** E-catalog ...Cited by 33 - Related Articles - View as HTML - Web SearchChains of commitment software architecture - group of 3 »

R Ervin - ACM SIGecom Exchanges, 2001 - portal.acm.org

... A number of opportunities exist for **eCommerce** researchers, integrators ... because theyautomatically become a potential “**preferred**” **vendor** every time a ...Cited by 8 - Related Articles - Web SearchStructuration of Indian Information Technology Professionals' Migration to Australia: An ... - group of 2 »

B Xiang - International Migration, 2001 - Blackwell Synergy

... **E-commerce** is arguably leading to a “tariff-free” economy. ... The **preferred**suppliers and master **vendor** model have had two consequences. ...Cited by 6 - Related Articles - Web Search - BL DirectSecurity implications of electronic commerce: a survey of consumers and businesses - group of 5 »

SM Furnell, T Karweni - Internet Research: Electronic Networking Applications and ..., 1999 - emeraldinsight.com

... on the authors' WWW site (see <http://ted.see.plym.a-c.uk/ecommerce>). ...  
For organisations  
offering **e-commerce** services, the **preferred** security technology ...  
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[Assessing The Status Quo and Future of B2B E-Commerce - group of 6 »](#)  
J Gebauer, M Zagler - World Market Research Centre, Business Briefing,  
Global ..., 2000 - touchbriefings.com  
... initiative to set up multi- **vendor** catalogues based on their **preferred**  
specifications. ...  
and marketplace solutions that provide **e-commerce** components that ...  
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